		1					
		PERFORMANCE REQUIREMENTS SUMMARY			•		•
		MULTIAGENCY UNIFORM PROGRAM					
REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF		EVALUATION		
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE		PERFORMAN		
				0.17107.107071	(-)	(+)	
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE
-6 PROJECT MANAGEMENT							
AND QUALITY CONTROL							
C-6.1 Project Manager	Project Manager is available to agency	No Project Manager or alternate. Project Manager	100% Completion				
	management, is knowledgeable in all aspects	is changed after contract award without	Ongoing		<u> </u>		
	of all three programs, responsive to program	justifiable reason. Project Manager is unresponsive					
	needs, and makes timely correction of all	to management and program needs. Project Manager			<u> </u>		
	problems. Calls from COTR are responded to	does not respond to call from Agency COTRs within					
	within 24 hours of call. Project Manager attends	24 hours. Project Manager does not attend all					
	all meetings.	meetings.					
-6.2 Agency Specific Key	Agency specific Key Personnel are dedicated,	No dedicated or knowledgeable personnel are	100% Completion				
Personnel	available, and knowledgeable in all aspects	available to each Agency COTR. Calls to COTR	Ongoing				
	of the three Agency programs.	are not responded to within 24 hours of the call.	, ,				
	Key Personnel are responsive to program needs.	Key Personnel are unresponsive to program needs.					
	Calls from the COTR are answered within	Key Personnel do not attend meetings.					
	24 hours of the call. Key Personnel attend	•					
	meetings in respect to the specific Agency						
	program they are responsible.						
.3 Environmental Performance	Environmental Performance Coordinator is available to	Environmental Performance Coordinator is not	100% Completion				
Coordinator			Ongoing				
oor amator	enhancing the environmental preferability of the uniform	areas of environmental preferability or environmental	Origoning				
	and environmental compliance of facilities used in the	compliance of facilities used in the materials			<del> </del>		
	materials manufacture of uniform components.	manufacture of uniform components.					
:-6.6 Operations Manual and Checklist	Operations Manual of Contractor's policies and	Operations Manual of Contractor's policies and	100% Completion				
	procedures is provided upon contract award and	procedures is not provided upon award and updated	Initially - 10/1/2000				
	updated annually. Work functions in a checklist	annually. Work functions are not identified	Annually				
	format are provided with a milestone or suspense	in checklist format and milestones and status					
	dates for completion and status of each task.	dates are not provided. Manual and checklist					
	Manual and checklist are updated annually.	are not updated annually.					
C-6.8 Quality Control Plans	Implement and manage the Quality Control Plan	The Quality Control Plan is not implemented	100% Completion				
	in accordance with Attachment F (1), Quality Control	and managed as specified in Attachment F (1)	Ongoing			·	
	and Performance Requirements Summary for Project	Quality Control and Performance Requirements				·	
	Management.	Summary for Project Management.					

REQUIRED SERVICE	SATISFACTORY PERFORMANCE	UNSATISFACTORY PERFORMANCE	METHOD OF SURVEILLANCE		EVALUATION PERFORMAN		
					(-)	(+)	
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE
-7 MANUFACTURE AND DISTRIBUTE							
UNIFORMS							
UNIFORMS							
-7.1 MANUFACTURE AND							
DISTRIBUTE							
-7.1.A Manufacture	All uniform components are acquired and	All uniform components are not acquired and/or	100% Completion				
	manufactured in accordance with the	manufactured in accordance with the	Ongoing				
	specifications.	specifications.					
-7 1 B First Article Test and Inspection	First article uniform components are submitted to the	First article uniform components are not submitted	100% Completion				
radio root and mopeonion	Agency COTR for review and approval prior to being	to Agency COTR prior to being fully produced or	. 5570 Completion				
	fully produced or purchased.	purchased.					
	nan, produced or parentaced.	p. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3.					
C-7.1.C Comprehensive Plan	Implement and maintain the Comprehensive Plan	The Comprehensive Plan is not implemented	100% Completion				
•	contained in Attachment F(2), Quality Control and	in accordance with Attachment F(2), Quality Control	Ongoing				
	Performance Requirements Summary for Manufacture	and Performance Requirements Summary for					
	and Distribute.	Manufacture and Distribute.					
C-7.1.D Uniform Components and Sizes	All standard uniform components and standard sizes	All standard uniform components and standard	Sampling				
	are available and shipped within 15 calendar days	sizes are not available and shipped within 15	Customer				
	of date of order. All non-standard sizes are	calendar days of date of order. All non-standard	Complaints				
	available and shipped within 45 calendar days.	sizes are not available and shipped within 45					
	Employee orders are filled with a 98% accuracy	calendar days of date of order. Employee orders					
	rate on a monthly basis.	not filled with a 98% accuracy rate on a monthly					
		basis.					
C.7.1.E Core Inventory Uniform	Core inventory uniform components are always	Core inventory components are not available in	Sampling				
Components	available in inventory without exception.	inventory.	Customer				
Componente	available in inventory without exception.	involtory.	Complaints				
			Complainto				
-7.1.I Name Tags, Bars and Disk	All name tags, bars, and disks are produced in	All name tags, bars, and disks are not produced in	100% Completion				
<u> </u>	accordance with the specifications	in accordance with the specifications	Ongoing				
	·	·	Customer				
			Complaints				
REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF	·	EVALUATION	OF	
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE		PERFORMAN		
					(-)	(+)	
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE
		T					

C-7.2.A Environmental Compliance and	Manufacturing and storage facilities are in compliance	Manufacturing and storage facilities are not in	100% Completion		
C-7.2.B Environmental Preferability	with federal, state and local environmental requirements.	compliance with federal, state and local	Ongoing		
	Environmentally preferred and energy efficient products	environmental requirements. Environmentally			
	and services are obtained to the maximum extent	preferred and energy efficient products and services			
	possible. Use of non-hazardous waste and recovered	are not obtained to the maximum extent possible.			
	materials are promoted. Recycling and other waste	Use of non-hazardous waste and recovered materials			
	minimization programs are evident and promoted.	are not promoted. Recycling and other waste			
		minimization programs are not evident and not			
		promoted.			
C-7.2.C Comprehensive Plan	Implement and maintain the Comprehensive Plan	The Comprehensive Plan in not implemented or	100% Completion		
	contained in Attachment F(6), Environmental	maintained in accordance with Attachment F(6),	Ongoing		
	Management Plan.	Environmental Management Plan.		_	

REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF		EVALUATION	OF	
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE		PERFORMAN	CE	
					(-)	(+)	
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE
C-8 CENTRALIZED UNIFORM ALLOV	VANCE						
CONTROL DATABASE SYSTEM							
C-8.A Comprehensive Plan	Implement and maintain the Comprehensive Plan	The Comprehensive Plan is not implemented and/or	100% Completion				
	contained in Attachment F (3), Quality Control and	maintained in accordance with Attachment F(3),	Ongoing				
	Performance Requirements Summary for the Centralized	Quality Control and Performance Requirements					
	Uniform Allowance Control Database System.	Summary for the Centralized Uniform Allowance					
		Control Database System.					
C-8.2 WEBSITE							
C-8.2.C Website Management	Website information is current, accurate and complete.	Website information is not current, accurate	100% Completion				
5-8.2.C Website Management	Website information is current, accurate and complete.	or complete.	Ongoing				
		or complete.	Origonia				
C-8.3 ORDERS							
C-8.3.A Ordering	Individual orders, including returns, exchanges,	Individual orders, including returns, exchanges,	Sampling				
	refunds, credits, backorders, non-standard size	refunds, credits, backorders, non-standard size	Customer				
	orders, and special handling requirements are filled	orders, and special handling requirements are not filled	Complaints				
	and shipped within 15 calendar days of the date of	and shipped within 15 calendar days of the date of					
	the order. Partial orders are not delayed any longer	the order. Partial orders are delayed longer					
	than five calendar days when waiting for backordered	than five calendar days when waiting for backordered					
	items. Orders for non-standard sizes shall be sent	items. Orders for non-standard sizes are not sent					
	out within 45 calendar days of the date of the order.	out within 45 calendar days of the date of the order.					
C-8.3.C Return, Exchange and							
Refund Procedures	Procedures for handling returns, exchanges, and	Procedures for handling returns, exchanges, and	100% Completion				
Refulia i foccuares	refunds are implemented, maintained and posted	refunds are not implemented, maintained or	Customer				
	on the website.	made available to all customers.	Complaints				
-8.3.G Color Catalog	A color illustrated catalog for each Agency is	A color illustrated catalog for each Agency is not	100% Completion				
	developed, produced and distributed initially	developed, produced or distributed initially or	Annually		•		
	and updated annually.	updated annually.					
C-8.3.H Posters	Posters are designed, produced and distributed	Posters are not designed, produced or	100 % Completion				
7-0.3.11 FUSIEIS	initially and updated every two years.	distributed initially and/or updated every two years.					
-	initially and updated every two years.	uistributeu iriitialiy ariu/or upuateu every two years.	Every two years	1			

REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF		EVALUATION (	)F		
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE	<b>†</b>	PERFORMANO			
CERTICE	1 EIG ORIII/GE	1 EIG OIGHDATOE	CONTENENT		(-)	(+)		
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE	
C-8.4 UNIFORM ALLOWANCE CONTROI	1							
SYSTEM								
C-8.4.A Uniform Allowance Control								
System	Employees accounts are up to date and credits	Employees accounts are not up to date and credits	Sampling					
	and debits are accurately posted on a daily basis.	and debits are not accurately posted						
		on a daily basis.						
0.048.8			0 "					
C-8.4.B Posting Accounts	Employees accounts are not posted until	Employee accounts are not posted prior to the	Sampling					
	expiration of the exchange or return period that is 30 calendar days following the employees receipt	exchange or return period.						
	of the item.							
	or the item.							
C-8.4.C Shipping and Receipt Dates	Shipping and receipt dates are inputted into the	Shipping and receipt dates are not inputted into the	Sampling					
· · ·	database.	database.						
C-8.4.F Notification	Employees are notified of outcome of orders,	Employees are not notified of outcome of	Sampling					
	exchanges, or correction of orders including the	orders, exchanges, or correction of order and	Jampang .					
	date shipped.	are not provided the date shipped.						
C-8.4.G Notification of Garment Care	Notification of care of garments and other	Notification of care of garments and other	Sampling					
C-0.4.G Notification of Garment Care	significant aspects of the uniform program is	significant aspects of the uniform program are	Sampling					
	provided to all employees.	not provided to all employees.						
	provided to all employees.	not provided to all employees.						
C-8.4.H Annual Allowance and	Allowance and program closeout are developed and	Allowance and program closeout are not developed	100% Complete					
Program Closeout	implemented.	or implemented.						
2041 Barranta	All defined reports are transmitted electronically	Reports are not accessible and/or transmitted	100% Complete					
C-8.4.I Reports	and are able to be accessed by authorized	electronically.						
	users from the database	electronically.	Ongoing					
	usors from the database							

REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF	EVALUATION OF				
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE	PERFORMANCE				
					(-)	(+)		
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE	
C-9 UNIFORM INVENTORY AND								
CONTROL SYSTEM								
-9.1 Comprehensive Plan	Implement and maintain the Comprehensive Plan in	The Comprehensive Plan is not implemented or	100% Completion					
	accordance with Attachment F(4), Quality Control	maintained in accordance with Attachment F(4),	Ongoing					
	and Performance Requirements Summary for the	Quality Control and Performance Requirements	Customer					
	Uniform Inventory and Control System.	Summary for the Uniform Inventory and Control System	Complaints					
-9.2 Inventory Review	Inventory levels are adequate to fill uniform orders.	Inventory levels are not adequate to fill uniform	Sampling					
-9.2 Inventory Review	Accurate inventory levels are made available on	orders. Accurate inventory levels are not made	Sampling					
	the website. Analysis is made on standard	available on the website. Analysis is not made						
	uniform items carried versus sales and recommendations are made for elimination from	on standard uniform items carried versus sales and recommendations are not made for elimination of						
	the program.	uniform components from the program.						
		Backorders exceed 5% of items ordered of standard						
		sizes. Backordered non-standard size items go						
		beyond 45 calendar days on a regular basis.						

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REQUIRED	SATISFACTORY	UNSATISFACTORY	METHOD OF		EVALUATION	l OF	
SERVICE	PERFORMANCE	PERFORMANCE	SURVEILLANCE		PERFORMAN	NCE	
					(-)	(+)	
				SATISFACTORY	UNSATISFACTORY	BONUS	DATE
C-10 CUSTOMER SERVICE, RESEARCH	1	+		1			$+\!-\!$
AND SPECIAL NEEDS							
C-10.1 CUSTOMER SERVICE							
C-10.1.A Comprehensive Plan	The Comprehensive Plan contained in Attachment F(5),	The Comprehensive Plan contained in Attachment F(5)	100% Completion				-
•	Quality Control and Performance Requirements	Quality Control and Performance Requirements	Customer				
	Summary for Customer Service, Research and	Summary is not implemented or maintained.	Complaints				
	Special Needs are implemented and maintained.	Personnel are not dedicated, committed or conversant					
	Personnel are dedicated, committed and conversant	to the individual programs and do not provide same					
	to the individual programs and provide same day	day expert service to customers. All inquires are					
	expert service to customers. All inquires are	not answered the same day received. All information					
	answered in the same day received. All information	provided is not current, accurate or complete.					
	provided is current, accurate and complete.						
C-10.1.B Communication System(s)	Communication System(s) are established for	Communication system(s) are not established for	100% Completion				_
	employee inquiries.	employee inquiries.	Customer				
	. 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Complaints				
			,				
C-10.2 RESEARCH AND SPECIAL							+-
NEEDS							
C-10.2.A Comprehensive Plan	The Comprehensive Plan as contained in Attachment	The Comprehensive Plan as contained in Attachment	100% Completion				_
7 TOLETT COMPTONIONOTO FIGURE	F (5), Quality Control and Performance Requirements	F(5) Quality Control and Performance Requirements	Ongoing				
	Summary for Customer Service, Research and	Summary is not implemented or maintained.	o.i.gomig				_
	Special Needs is implemented and maintained.						
C-10.2.B Research and Development	Uniform component and fabric wear innovations and	No new innovations or new product information is	100% Completion				+
5-10.2.D Nescarcii anu Developinent	new product line information are introduced on an	introduced on an annual basis. Products are not	Ongoing				
	annual basis. Products are reviewed no less than	reviewed on a two year basis to keep abreast of	Annual				-
	a two year basis to keep abreast of state-of-the-art	state-of-the-art technology.	Every Two Years				_
	technology.	State-of-the-art technology.	Lvely IWO TealS				-
	teorinology.						+
C-10.2.C Wear Tests	Wear tests of new or revised uniform components	Wear tests of new or revised uniform components	100% Completion				
	are performed.	are not performed.	Ongoing				